

Project report on “Movie Ticketing Bot”

Prepared by:

Prof. Prashant S. Sadaphule

Email Id: prashant.sadaphule@aissmsioit.org

Assistant Professor

AISSMS's Institute of Information Technology, Pune-01

Category: IBM Cloud Application

Skills Required:

ChatBot, IBM Watson Assistant, IBM Nodered

Problem Statement:

In this project, we will be building a chatbot using Watson assistant. This chat should have the following capabilities:

1. Give the list of movies available
2. The Bot should be able to show different show timings
3. When a movie is selected the bot should show the availability of tickets and their respective prices.
4. The bot should be in a position to book tickets.

Introduction

In the given problem statement asked to create a Movie ticketing chat bot which is capable of to do following task.

1. Give the list of movies available
2. The Bot should be able to show different show timings
3. When a movie is selected the bot should show the availability of tickets and their respective prices.
4. The bot should be in a position to book tickets.

To implement the given problem statement requires two phases such as

1. Create interactive chat using Watson assistant
2. Create UI using Node RED service

1. Create interactive chat bot using Watson assistant:

The following steps are required to create interactive chat bot in IBM account.

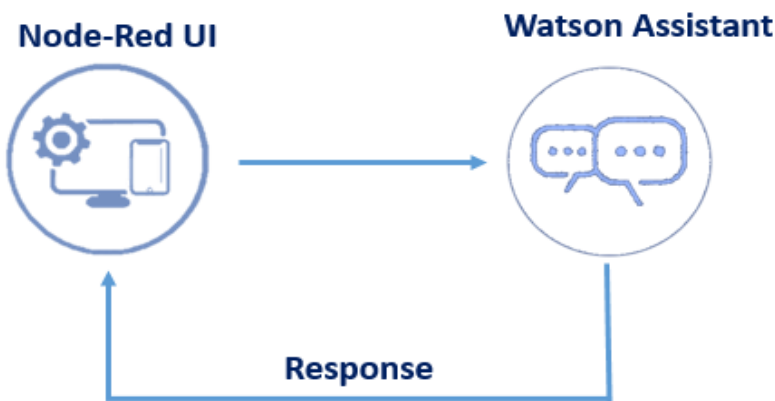
- Step1: Login to IBM account
- Step2: Go to CatLog and search for Watson assistant
- Step3: Create Watson Assistant Service
- Step4: Click on launch Watson assistant
- Step5: Create a skill in Watson assistant
- Step6: Create intents entities and dialogs

2. Create UI using Node RED service:

The following steps are required to create UI using Node-RED service

- Step1: Get the User input
- Step2: Using http request hit the model which is trained
- Step3: get response
- Step4: Show case it on UI

Architecture:



Services used:

- 1. IBM Watson Assistant
- 2. Node-Red

1. IBM Watson Assistant:

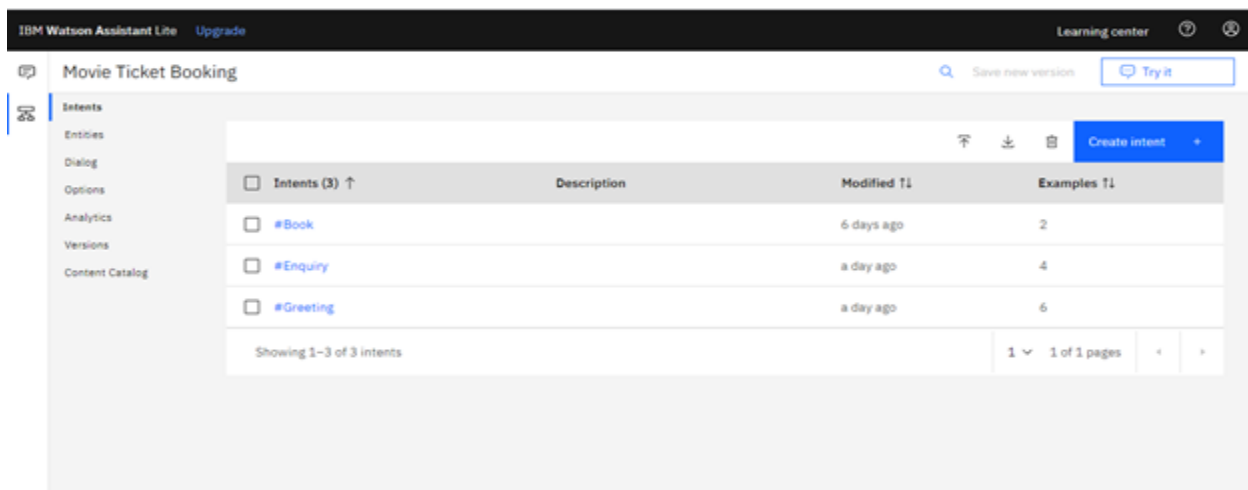
Watson Assistant is a conversation AI platform that helps you provide customers with fast, straightforward and accurate answers to their questions, across any application, device or channel. By automating responses to common inquiries, Watson Assistant reduces the burden on

your agents and the risk of disruption during peak times. This lets your agents focus on complex use cases – not repetitive responses – and helps customers resolve issues day or night.

An assistant helps your customers complete tasks and get information faster. It may clarify requests, search for answers from a knowledge base, and can also direct your customer to a human if needed.

Intents:

An intent is a collection of user statements that have the same meaning. By creating intents, you train your assistant to understand the variety of ways users express a goal.



IBM Watson Assistant Lite Upgrade Learning center

Movie Ticket Booking Save new version Try it

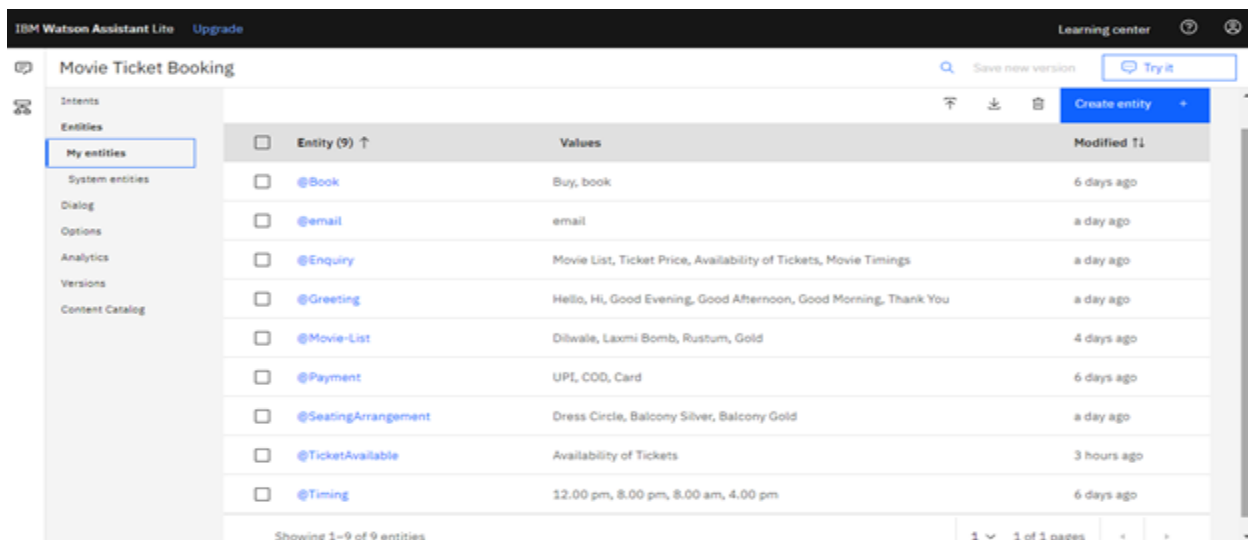
Intents

Intents (3) ↑	Description	Modified Tl	Examples Tl
#Book		6 days ago	2
#Enquiry		a day ago	4
#Greeting		a day ago	6

Showing 1–3 of 3 intents 1 1 of 1 pages

Entities:

Entities are like noun or keywords. By building out your business terms in entities your assistant can provide targeted responses to queries.



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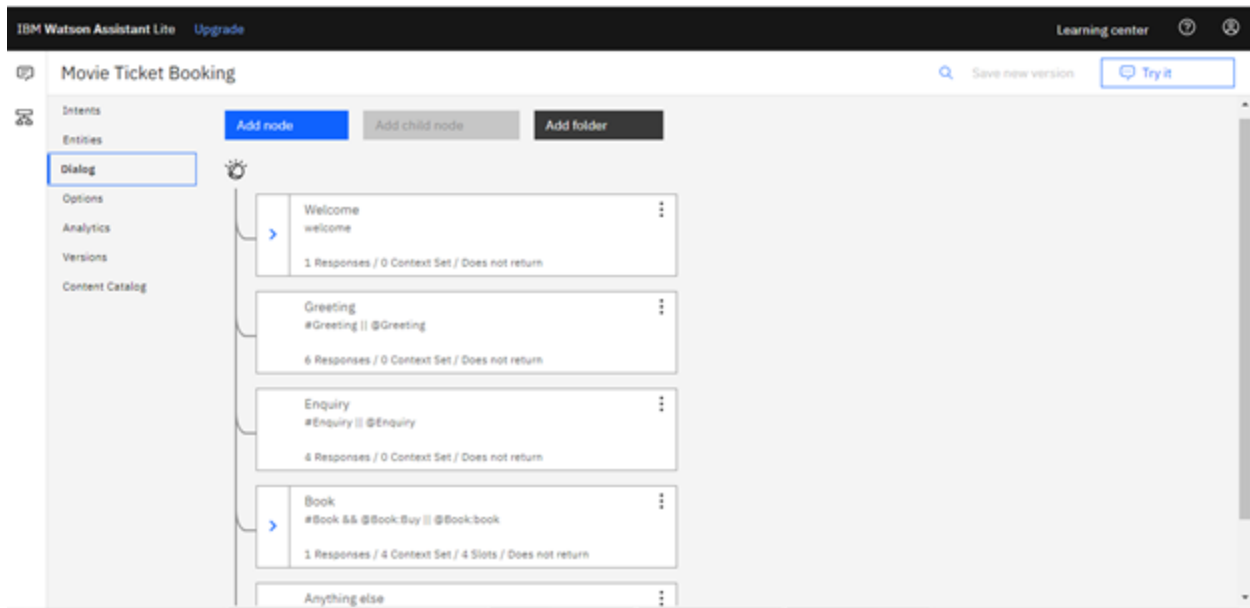
Entities

My entities

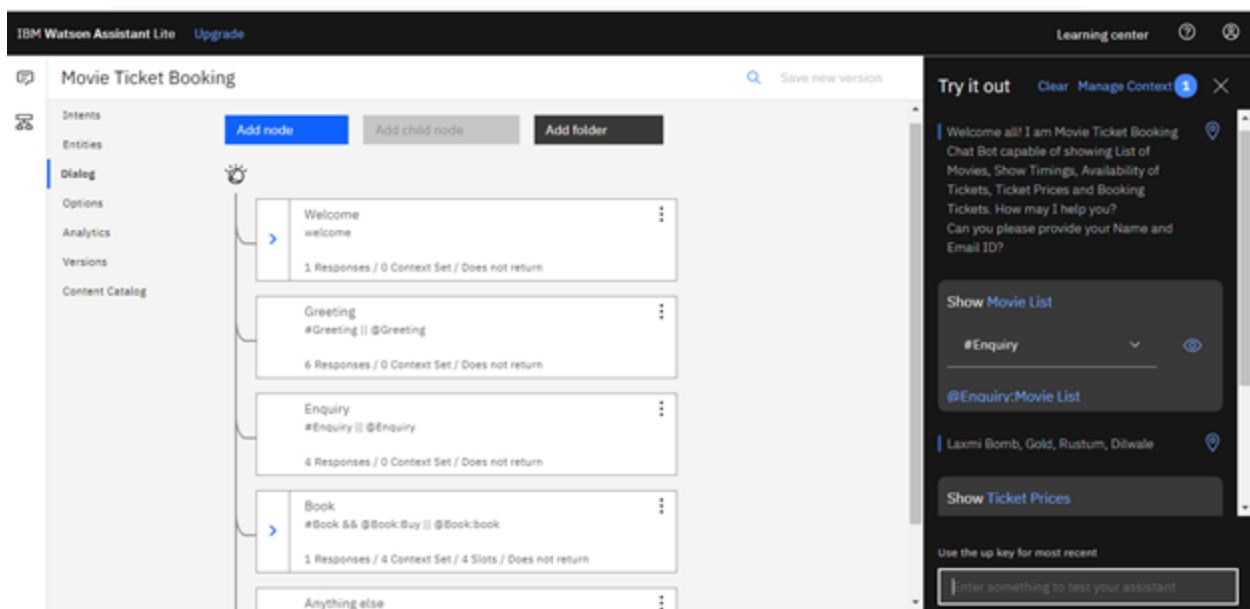
Entity (9) ↑	Values	Modified Tl
@Book	Buy, book	6 days ago
@email	email	a day ago
@Enquiry	Movie List, Ticket Price, Availability of Tickets, Movie Timings	a day ago
@Greeting	Hello, Hi, Good Evening, Good Afternoon, Good Morning, Thank You	a day ago
@Movie-List	Dilwale, Laxmi Bomb, Rustum, Gold	4 days ago
@Payment	UPI, COD, Card	6 days ago
@SeatingArrangement	Dress Circle, Balcony Silver, Balcony Gold	a day ago
@TicketAvailable	Availability of Tickets	3 hours ago
@Timing	12.00 pm, 8.00 pm, 8.00 am, 4.00 pm	6 days ago

Showing 1–9 of 9 entities 1 1 of 1 pages

Dialog:



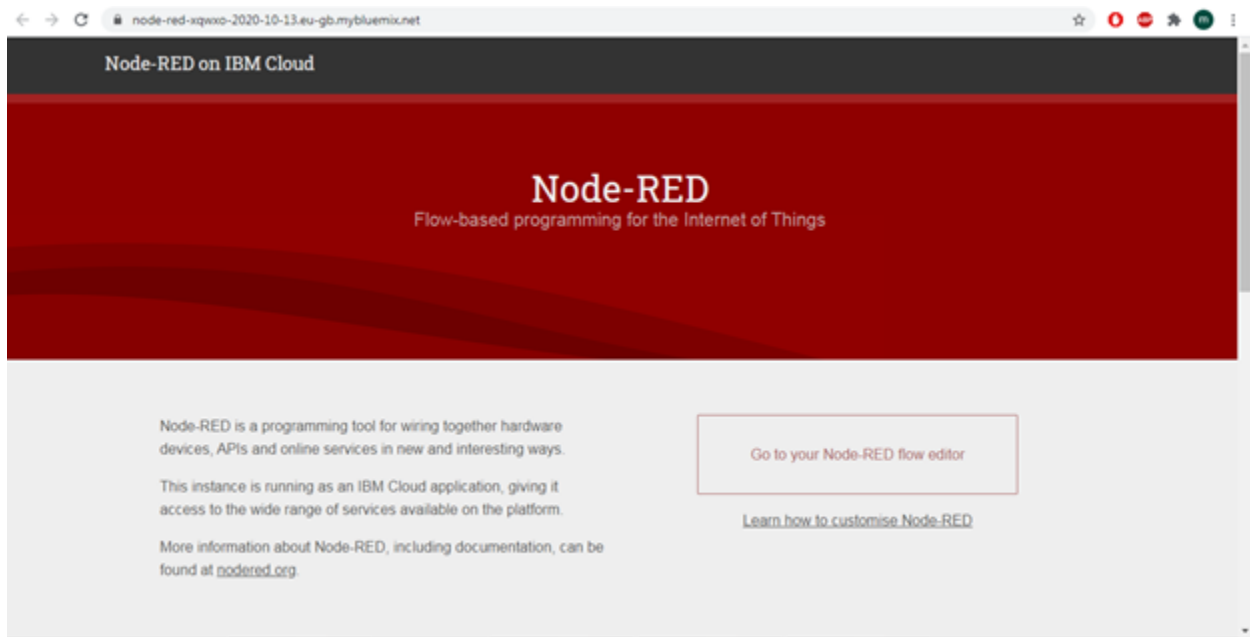
Working Movie Ticketing Chat Bot:



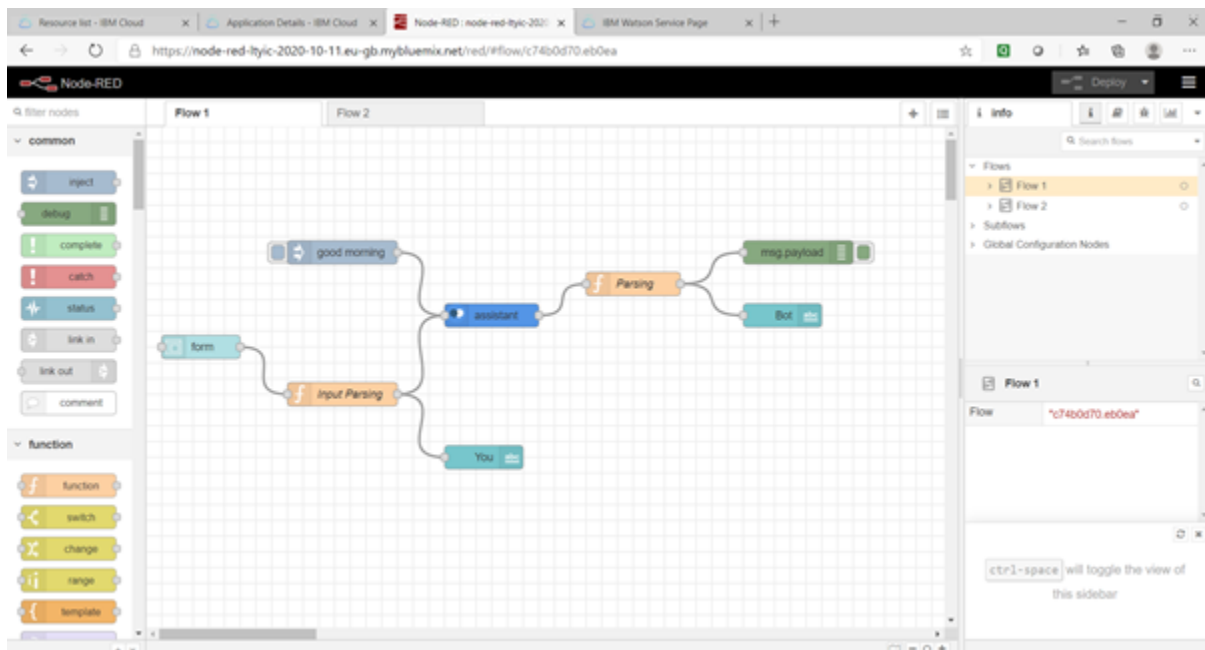
2.Node-Red:

Node-RED is a flow-based development tool for visual programming developed originally by **IBM** for wiring together hardware devices, [APIs](#) and online services as part of the Internet of Things.

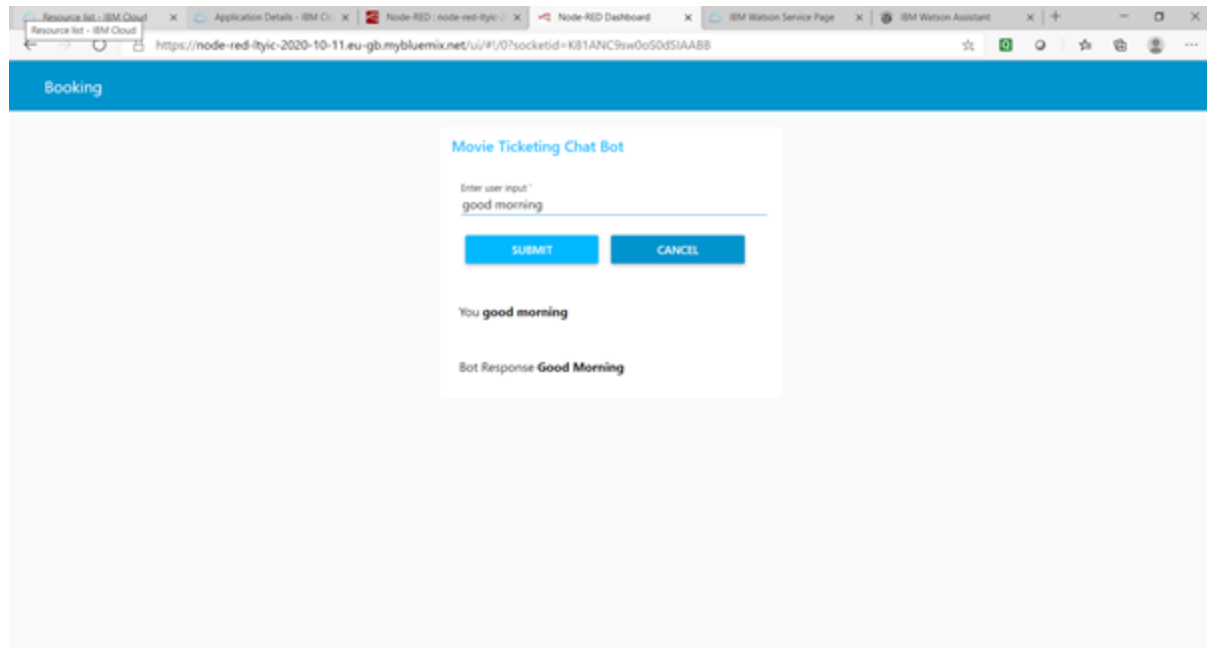
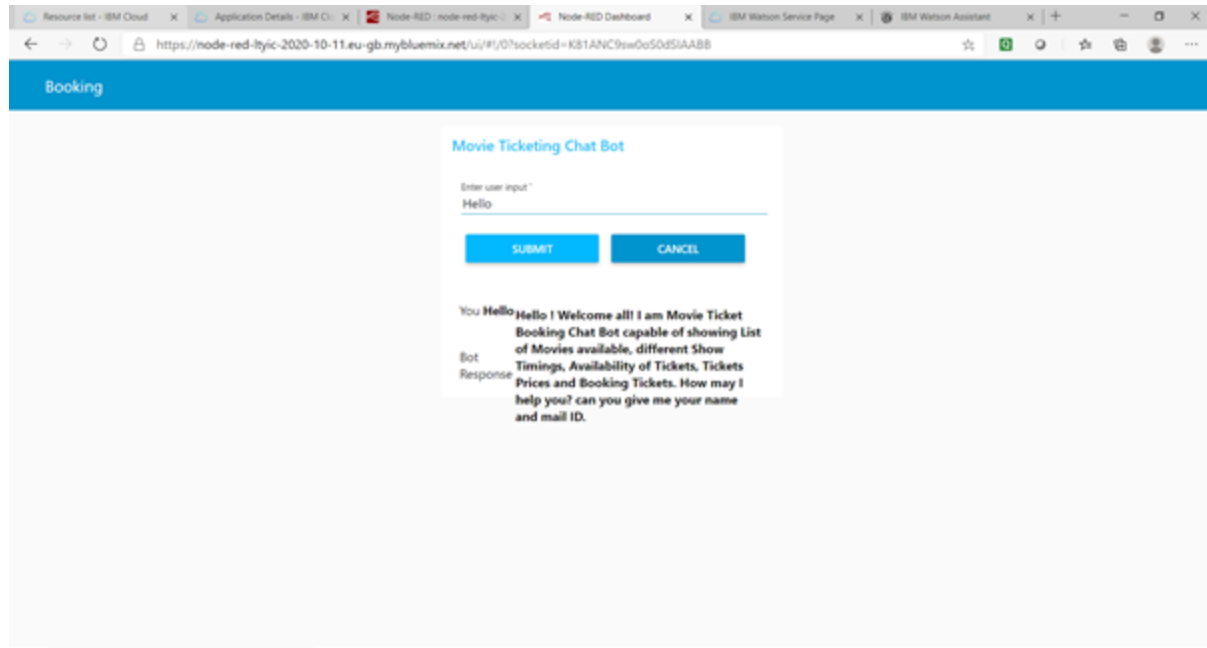
Node-RED provides a [web browser](#)-based flow editor, which can be used to create [JavaScript](#) functions. Elements of applications can be saved or shared for re-use. The runtime is built on [Node.js](#). The flows created in Node-RED are stored using [JSON](#).

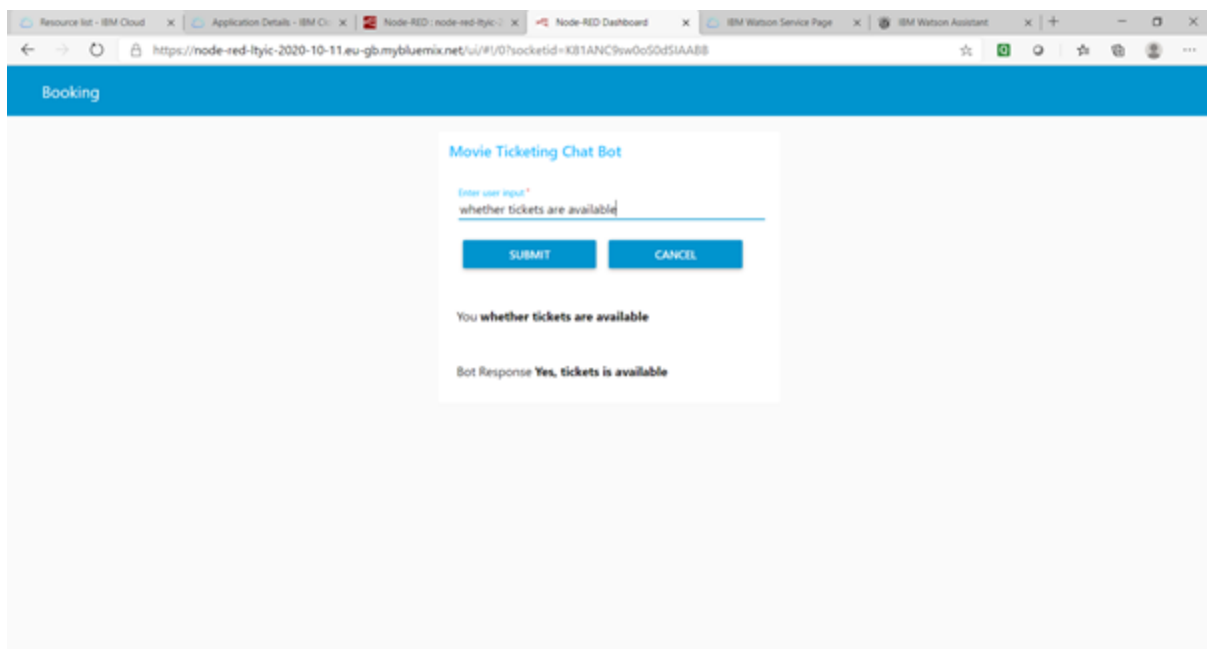
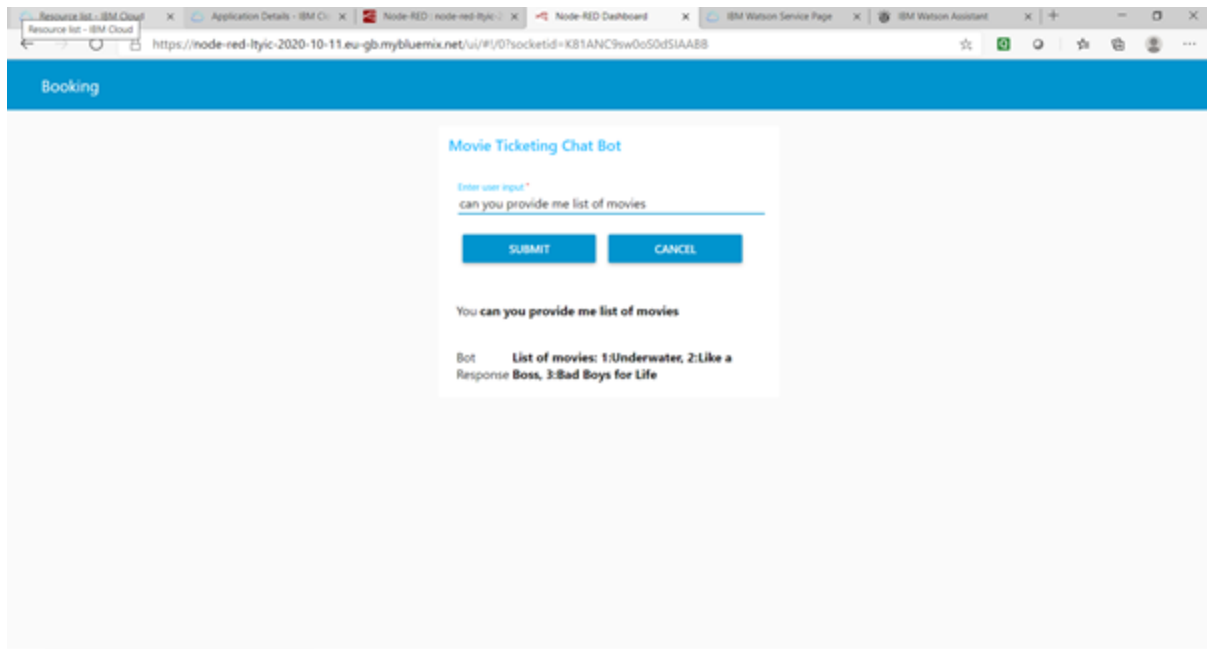


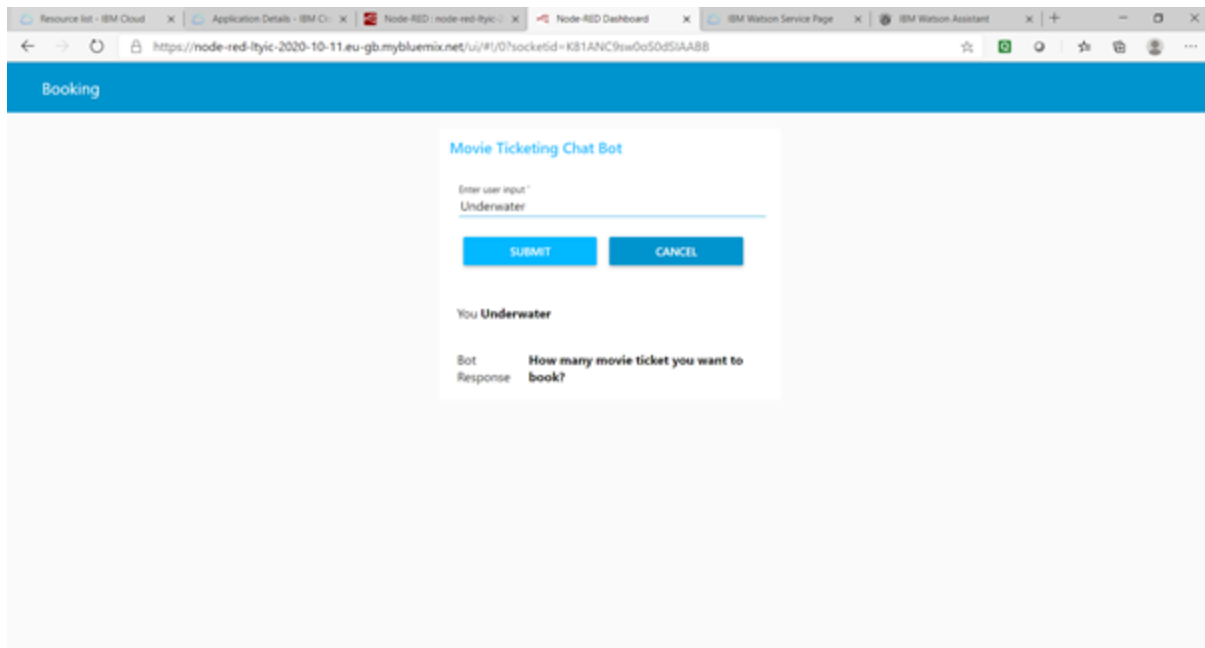
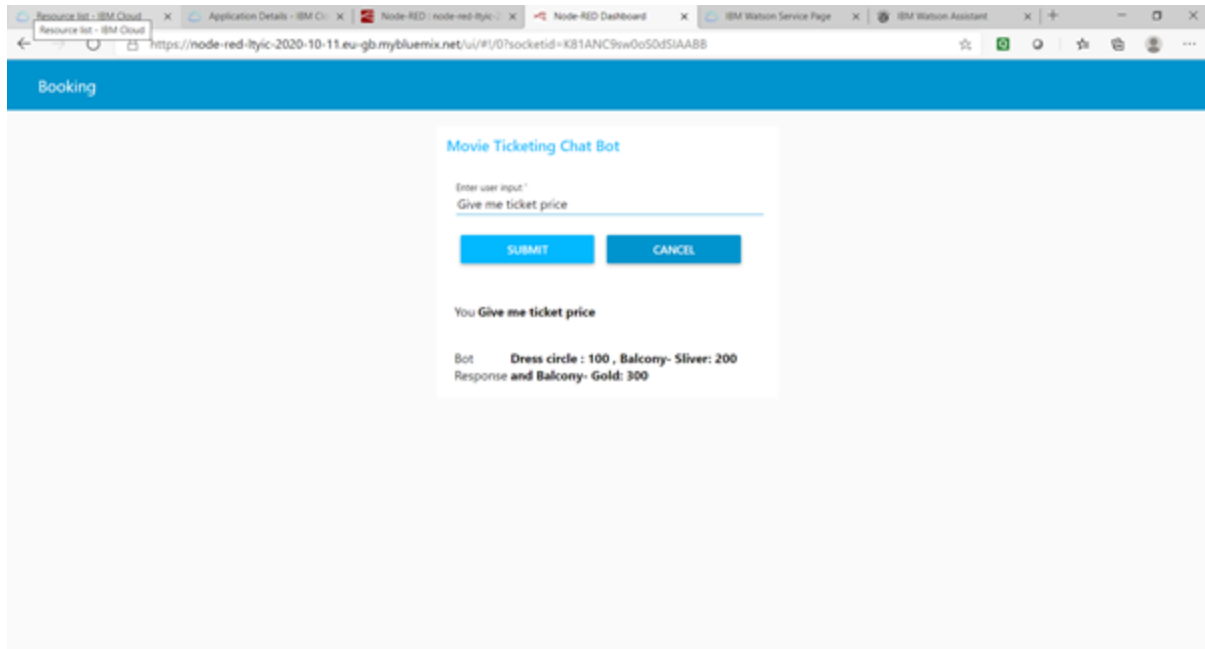
Node Red Flow for interactive UI development:

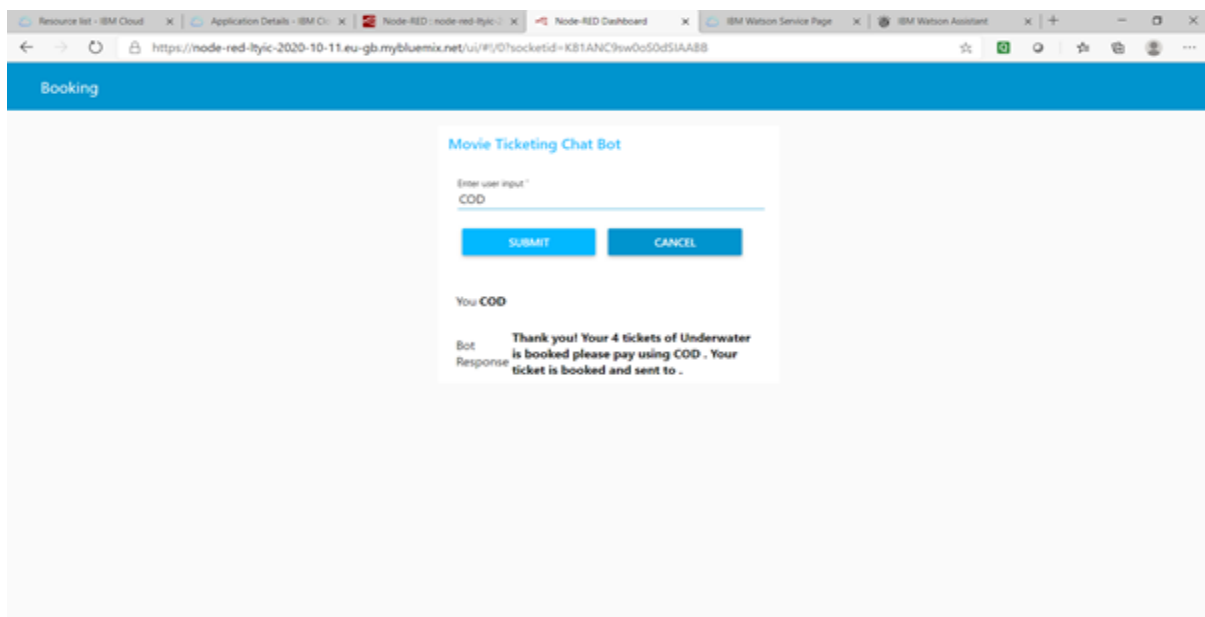
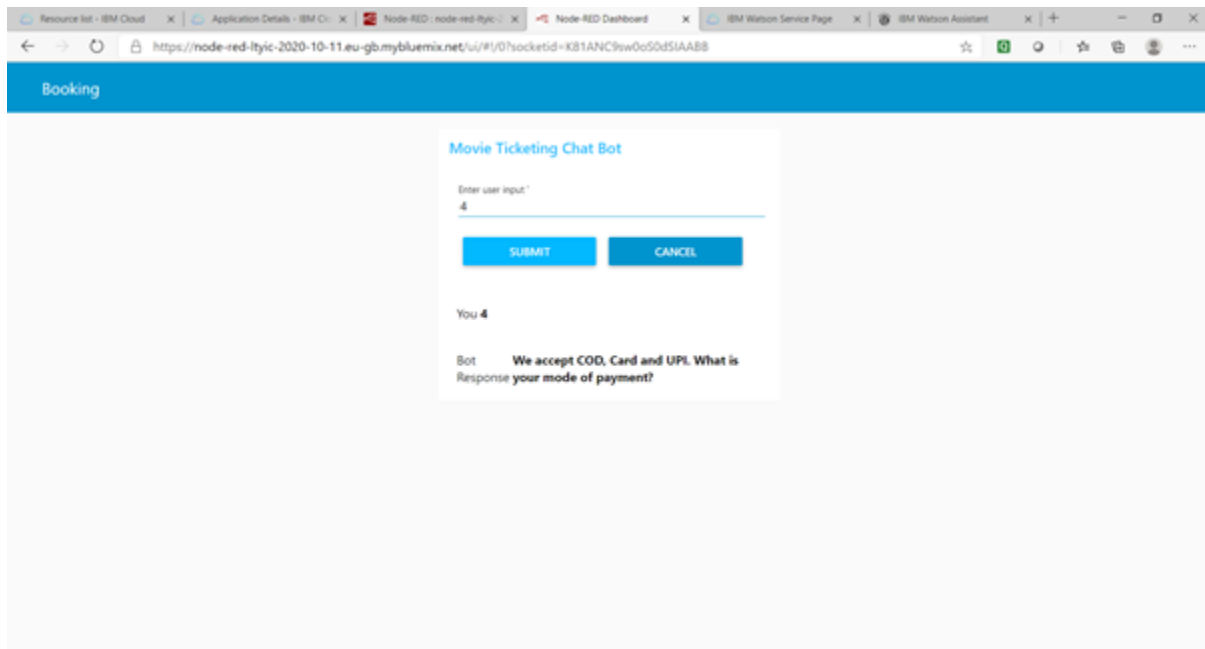


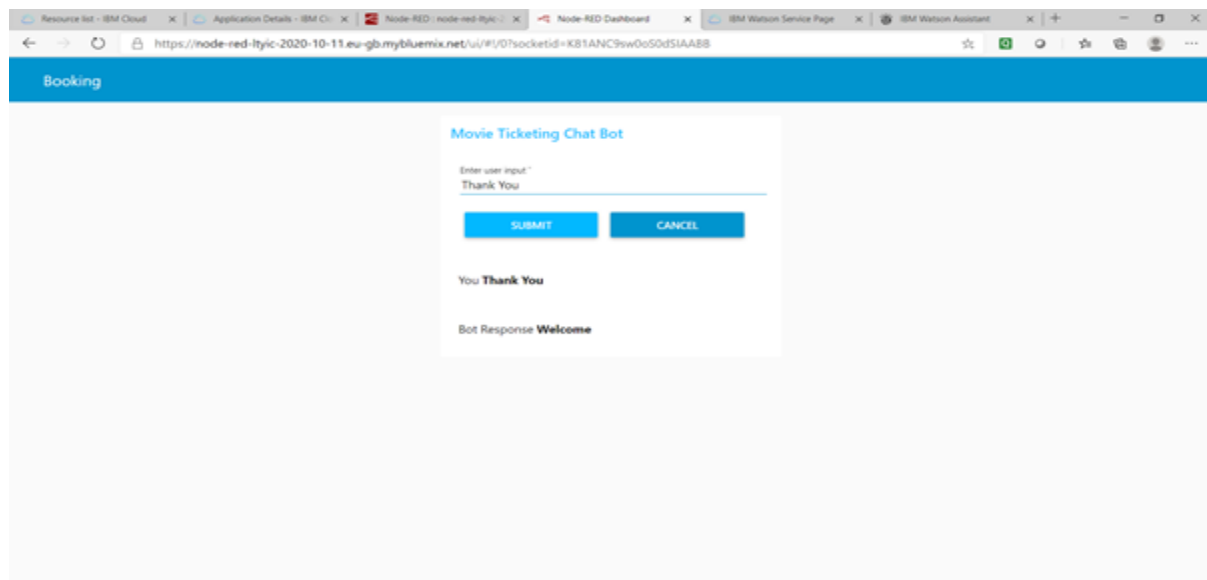
Output:











Conclusion:

We have successfully implemented the IBM Watson Assistant and Node-Red service in IBM cloud account and developed the Movie Ticketing Chat Bot having following capabilities.

1. Give the list of movies available
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3. When a movie is selected the bot should show the availability of tickets and their respective prices.
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